**LIVING IN THE COMMUNITY**

Our community is very much part of Oxford’s culture and is a very new experience and it is a great part of being at university. It is of course important that you and your housemates understand that you are part of a community and that you can contribute to reducing the problems that can arise from housing, particularly in the community.

WHO ARE YOUR NEIGHBOURS?

It is useful to know the names and lives of the people who live around you and your housemates. It is also important to know the number of the housemates – so you can report any problems if there are any. You can talk to your neighbour about these issues.

MORE AND PARTIES?

It is fine to have your engagements and parties to be consistent to the times your housemates are in your home, but you must not disturb your housemates or your housemates’ friends. It is also important to know your neighbour to be consistent to your housemates’ friends.

RUBBISH AND RECYCLING

As you are not allowed to keep a car, you can clean your Rubbish bag each week in the community. You can find out more information on the Oxford City Council website www.oxford.gov.uk. Students have to use the resident management service.

GETTING AROUND

Students are strongly encouraged to bring a car to Oxford. Car parking is an extremely difficult, especially in the communities. It is recommended that you do not bring a car to Oxford.

**USEFUL CONTACTS**

**Getting around**

- **New Year’s Day**
- **Easter Sunday**
- **Mother’s Day**
- **Brookes Union Elections**
- **St Patrick’s Day**
- **SLTA Awards**
- **Summer Jobs**
- **City Cooperatives**
- **Postgraduate Fair**
- **Conference**
- **Labour is free, this means you only pay for any parts used.**

**Getting back**

- **New Year’s Eve**
- **Christmas Eve**
- **Christmas Day**
- **New Year’s Day**
- **Easter Sunday**
- **Mother’s Day**
- **Brookes Union Elections**
- **St Patrick’s Day**
- **SLTA Awards**
- **Summer Jobs**
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- **Conference**
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**Getting in**

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- **Easter Sunday**
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**GETTING AROUND**

Please do book in advance by e-mailing

- **New Year’s Eve**
- **Christmas Eve**
- **Christmas Day**
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**GETTING BACK**

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**GETTING IN**

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How we deal with concerns
All concerns that are reported to the Community Engagement Office are logged and receive a response. We aim to deal with complaints quickly, and there is a response within 5 working days of us receiving a complaint.

Our Complaint Tracker database provides information on how complaints are handled. This includes the dates of receipt, investigation, and any decisions made.

How long will it take to resolve my complaint?
We aim to resolve complaints quickly and usually do within 3 months. If we need more time we will keep you informed and will provide an update.

What if I am not satisfied?
If you are not satisfied with the way we have handled your complaint, you can request a review. To do this, please contact us and ask to have your complaint reviewed. We will then consider your request and decide whether to review the original decision or not.

RESIDENTS’ COMPLAINT PROCEDURE
We are committed to resolving any concerns raised by local residents regarding the university.

How do we receive complaints?
We receive complaints in a variety of ways, including:

- Email: complaints@brookes.ac.uk
- Telephone: +44 (0) 1865 249811 or +44 (0) 1865 249825
- Open days and University events
- Wardens in your area

What happens after we receive your complaint?
After we receive your complaint, we will review it to determine the appropriate action. We will then contact you to discuss the next steps.

If the complaint involves student behaviour, we will contact the student’s mid-year progress review tutor.

If the complaint involves the university’s local partners, we will contact the partner organization directly.

If the complaint involves staff behavior, we will contact the appropriate line manager.

If the complaint involves the university’s policies and procedures, we will contact the appropriate department.

If you require further assistance, you can contact the appropriate person or department directly.

If you need to contact the University, you can contact the Community Engagement Office at:

Community Engagement Office
oxford brookes university
abercrombie building
Headington Campus
gipsy lane
oxford
OX3 0BP

Our local partners
We work closely with the following local partners:

- Oxfordshire colleges
- The University of Oxford
- The University of Abingdon
- The University of Witney
- The University of Banbury
- The University of Bicester
- The University of City of Oxford

We work with these organizations to provide a range of services and support to the local community.

Partnership with Oxfordshire colleges
By working with Oxfordshire colleges, we enable you to study locally as part of Activate Learning. The colleges include Abingdon and Witney College, Banbury and Bicester College, and City of Oxford College.

We are based on the Headington campus in Oxford, and we have a number of local partners. These partners include Oxfordshire colleges, the University of Oxford, and the University of Abingdon. We work closely with these organizations to provide a range of services and support to the local community.

Our Student Public Art Commission
A showcase of student designs for a major public art commission at Oxford Brookes University.

Student Year Planner 2016/17
For further reading of it.

14 to 18 April 2017.

A group exhibition selected by artist Ruth Broadbent (Associate Lecturer, Fine Art), which includes Art from 17 December 2016 to September 2017.

Our Environmental Health number is 01865 249811/252887. You can report a noise or pest problem to us through a non-emergency call 101, or for more serious issues, a crime or violent incident, call 111.

San Francisco Institute of the Arts
Claude Cahun: Beneath This Mask
Cahun’s elusive self-portraits.

We are working in partnership with the Chinese artist Pan Gongkai, presented to the Glass Tank by the University.

An exhibition by reputed Chinese artist Pan Gongkai, presented to the Glass Tank by the University.

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